

Yellin, Jennifer

From: Mann, Jordan
Sent: Wednesday, April 26, 2006 10:53 AM
To: Yellin, Jennifer
Subject: receptionist training

Hello Jennifer,

I'm a receptionist at Trump World Tower. Tom said that I should contact to see if I can be conferenced into the training for today via the web or phone. Please advise if this is possible.

Sincerely,

Jordan Mann
646 313 7630

END CON IN

11/16/2006

1. DINE IN Emergency Response
<p>Labored breathing (dyspnea): Symptoms: hyperventilation, dizziness, wheezing, coughing, loss of coordination.</p> <p>Care includes: Maintain airway, use inhaler if prescribed, try "breathe for" &/or "pressurize" breathing. If inhaler doesn't work,</p> <p>Dizziness (syncope): Symptoms: dizziness, confused, skin color pale.</p> <p>Care includes: Determine responsiveness. Place patient/legs elevated. Administer fluids if conscious. May need rescue breaths or CPR.</p> <p>Skin Wounds: Basic first aid. May need to apply pressure AND cleaning. Wear gloves if assisting - dispose of properly as outlined by OSHA regulations for blood-borne pathogens.</p> <p>Sprains (ligament)/Strains (muscle/tendon)/Contusions (bruises): Sprains and strains are classified according to the severity. RICE protocol. Rest, Ice, Compression, Elevation, and Stabilization.</p>

2. DINE IN Emergency Response
H ear E mpathize A pologize T ake Ownership

3. DINE IN Emergency Response
<p>Hear</p> <p>A disillusioned _____ to know <u>someone is willing to listen</u>, and they are heard.</p> <p><u>Instead of:</u> "What's the problem?" <u>Ask:</u> "Please tell me what happened."</p> <ul style="list-style-type: none"> - Take them aside - Allow the person to speak without interruption. - Give them cues - Take notes - Face the upset customer - Listen for feelings, as well as facts. - Confirm you understand

+1 plus one

Recovery

If the customer is inflexible...

- "What do you think is a fair way to settle this?"
- "What would make you happy?"

When a customer truly feels inconvenienced, what would would insure you giving them another chance for your business?

- Complimentary service/gift above and beyond purchase
- Efficient and expedient handling of the matter with courtesy and respect
- Extra attention and over-delivery with service
- Don't pass the buck.

+1 plus one

Converting Moments of Misery

What do you do?

1. A piece of equipment is broken, again, and a hotel guest complains to the front desk...
2. A member is notified that the credit card they use for monthly payments has been rejected, and seems offended...
3. A physical therapy patient is checking in for their appointment and is not acknowledged...
4. A customer is not happy with their spa treatment and a manager is not available...
5. A client calls to ask if your site has a pool (either there is no pool or it is broken)...
6. A customer's locker is broken into and you are the first person they see to report it too...

Remember

- Complaining Customers are often a challenge. There is no one technique that works to calm an upset customer.
- Complaining customers are a gift – take the opportunity to learn and improve.
- If you master your skills and stay positive then you will see it's not so scary.
- These are lessons for life as well.

